Disconnection/reduction in Vayudoot services

943. SHRI F. M. KHAN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) what are the details of the routes on which the Valudoot services has been reduced or disconnected during the last two years;

(b) what are the reasons therefor; and

(c) whether Government propose to restore these services again?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI JAGDISH TYTLER): (a) During the last two years, Veyudoot has reduced the frequency of services to Cooch Behar and discontinued operations to Hissar, Bellary and Guddapah.

(b) Whereas the operations to Hissar, Bellary and Cuddapah have been discontinued as the runways there are under repairs, the frequency of services to Cooch Behar has been reduced due to inadequate load factor.

(c) Yes, Sir.

Increase in Cancer Patients in the Country

944. SHRI J. P. GOYAL: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) what is the number of cases of cancer being added in the country every year;

(b) whether Government have formulated any National Cancer Control Programme; and

(c) if so, what are the details in regard thereto?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (KUMARI SAROJ KHAPARDE): (a) It has been roughly estimated that about half a million new cancer cases are being added in the country every year.

(b) and (c) The National Cancer Control Programme has been launched in the country for primary prevention of cancer, dignosis and treatment and distribution and extension of services through Regional Cancer Centres and Medical Colleges. The non-government organisations have also been involved in the programme. A National Cancer Control Board has also been set up to guide the activities of the programme.

Steps to improve Telecommunication Network

945. SHRI D.B. CHANDRE GOWDA:

SHRI HARVENDRA SINGH HANSPAL:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Telecommunication Department has recently taken some steps to improve the telecom services in the country;

(b) if so, what are the details thereof; and

(c) what is the extent to which the services of the telecommunication network in the country has since improved?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SANTOSH MOHAN DEV): (a) Yes, Sir.

(b) The steps which are being taken to improve the telecom. services in the country are given in the enclosed Statement (*See* below).

(c) National average of fault rate i.e. the number of faults per 100 station per month during the 1st half year ending on 30th September, 1986 has reduced in comparision to 1st half year of the last year (1985-86) from 35.4 to 31.9.

Statement

Steps being taken to improve the telecommunications services are as under:-

(i) Introduction of sophisticated electronic telephone exchanges to

avoid problems inherited with Electro-Magnetic switching equipment used hitherto.

(ii) Replacement of life expired equipment.

(iii) Intensive testing of exchange equipment and rectification of faults.

(iv) Vigorous monitoring of air-conditioning plants working in the exchanges.

(v) Laying of new junction, primary and secondary cables inducts to protect them from external damages.

(vi) Pressurisation of primary, secondary and junction cables to minimise cable break-down fault.

(vii) Rehabilitation of subscribers' fittings and DP boxes to minimise faults on the lines.

(viii) Replacement of overhead wires by insulated drop wires and underground cables o avoid faults due to kite stings birdnests etc.

(ix) Use of improved telephone instruments.

(x) Opening of public grievance cells at G.M. and Area Manager Offices to provide single outlet attention to subscribers.

Speedy Redressal of Railway Commuters' Grievances

946. SHRI HARVENDRA SINGH HANSPAL:

SHRI D. B. CHANDRE GOWDA:

Will the Minister of RAILWAYS be pleased state:

(a) whether Government have recently directed the Zonal Railway Administration to become more responsive to-deal with the grievances of the travelling public and also their speedy redressal;

(b) if so, the details of the guidelines issued in this regard; and

(c) what is the extent to which the Zonal Railways Administration will help the railway commuters in the redressal of their grievances?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA): (a) Yes, Sir.

(b) and (c) A number of measures have been taken recently in regard to redressal of public grievances including the following:-

(i) Provision of new Grievance Booths at 45 major stations.

(ii) On-the-spot redressal of grievances,, wherever feasible.

(iii) The time taken for redressal of those grievances where investigations are necessary is being reduced.

(iv)Checks on public amenities at stations and on trains by officers and senior supervisors have been intensified.

(v) More decoy checks to detect and remove malpractices in reservation, ticket checking, etc. are being organized.

(vi) Studies of system deficiencies in areas generating a large number of public complaints for improving the functioning of the system are being undertaken. As a number of complaints pertained to the quality of meals served, a new system of service of meals in casseroles has been introduced which has been widely welcomed.

(vii) Rules for refund on tickets have been simplified.

(viii) At some major stations closed circuit television sets have been provided for giving uptodate information regarding the running of trains.

(ix) A drive was launched to minimise the incidence of loss and damage claims which has resulted in the new claims coming down by 7%.